

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

ITE&C Dept – Constitution of Advisory Committee's at State / District / Divisional level for supervising the functioning and inspecting of Mee Seva Centers and take action under the purview of ESD Rules – Orders – Issued.

INFORMATION TECHNOLOGY ELECTRONICS & COMMUNICATIONS (Portal) DEPARTMENT

G.O.Ms.No. 13

Dated: 26.08.2013

Read:

G.O.Ms.No.10 dated 18.10.2011 of IT&C (Infra) Department

ORDER:

"Mee Seva" is a technology rich e-governance initiative synergising the State IT infrastructure, involving participating departments for public service delivery through service delivery points. Detailed work flow is built into the system to process and monitor the citizen requests from application filing to service delivery.

" Mee Seva" is knit of APSWAN, AP State Data Center, e Seva Centers, APOneLine Centers, Common Service Centers together to harness the benefits of e-governance for the rural & urban citizens of AP.

2. Mee Seva broadens the scope of service delivery and provides a reliable and secured architecture to provide these services across the State with State-of-the-art technology hosted in the State Data Centre (SDC) so that, each of the State Designated Agencies is provided interface to the application for extending services through their respective service delivery channel.

3. To facilitate delivery of legally valid certificates to be delivered electronically, AP Information Technology (Electronic Delivery of Services) Rules 2011 were issued vide reference above to enable departments to issue Digitally Signed Certificates and deliver these services through Mee Seva centers directly at the door steps of the citizens and obviate the need for citizens to go to the Government Offices to get various Certificates.

4. Further to the orders issued in the GO read above and to supervise the functioning of the Mee Seva Centers especially with respect to

- Maintaining suitable Infrastructure and look & feel
- Regular functioning of Mee Seva Centers
- Collecting stipulated user charges
- Maintaining good Public relations & behavior with the citizens.
- Besides this it's also essential that centers follow the guidelines issued in the ESD Rules & do not resort to malpractices.

Government of Andhra Pradesh hereby constitutes Committee's at State/ District / Divisional level as follows:

State Advisory Committee

- | | | |
|---|---|------------|
| 1 | Secretary, ITE&C Department | - Chairman |
| 2 | Director, ESD | - Convener |
| 3 | Representative from Revenue Department | - Member |
| 4 | Representative from Registration Department | - Member |
| 5 | Representative from Education Department | - Member |
| 6 | Representative from Home Department | - Member |

PTO

- | | | |
|----|--|----------|
| 7 | Representative from Health & Medical Department | - Member |
| 8 | Representative from Civil supplies Department | - Member |
| 9 | Representative from Labour & Employment Department | - Member |
| 10 | Representative of CDMA | |
| 11 | Any other person as deemed fit by Secretary (ITE&C Dept) | |

District Advisory Committee

- | | | |
|----|---|-----------------|
| 1 | Collector | - Chairman |
| 2 | Joint Collector & Addl. Director, MeeSeva | - Vice Chairman |
| 3 | Spl. Deputy Collector, Mee Seva / KRRC | - Member |
| 4 | District Registrar | - Member |
| 5 | District Revenue Officer | - Member |
| 6 | District Medical & Health Officer | - Member |
| 7 | District Educational officer | - Member |
| 8 | District Informatics Officer | - Member |
| 9 | District Supply Officer, Civil Supplies | - Member |
| 10 | Asst. Commr/Dy. Commr. Municipality | - Member |
| 11 | Supt. Engineer, APCPDCL | - Member |
| 12 | Addl. SP, Police Dept | - Member |
| 13 | Municipal Commissioner | - Member |
| 14 | District Manager | - Convener |
| 15 | Any other person as deemed fit by Collector | |

Divisional Advisory Committee

- | | | |
|---|---|------------|
| 1 | RDO (Respective Jurisdiction) | - Chairman |
| 2 | Tahsildar (Respective Jurisdiction) / MRO | - Member |
| 3 | Mandal Parishad Development Officer | - Member |
| 4 | Divisional Hand Holding Person | - Convener |
| 5 | Any other person as deemed to fit by RDO | |

5. Terms of Reference:

- a) The committee will have overall responsibility for supervising the functioning and inspecting MeeSeva Centres as per the Guidelines enclosed in Annexure-I

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

**SANJAY JAJU/-
SECRETARY TO GOVERNMENT**

To

1. All Departments of Secretariat
2. All District Collectors for taking necessary action
3. All RDOs

Copy to

PS to Chief Secretary, GoAP
PS to Secretary, ITE&C Dept.
SC/SF

//Forwarded by Order//

Section Officer

GO Ms No.13. Dtd 26.08.2013

Guidelines for functioning of MeeSeva Advisory Committee

The Advisory Committees are constituted with a view to fulfilling the objectives of ensuring quality of MeeSeva services and also to effectively liaise and coordinate with the District Administration and monitor this activity.

A. MeeSeva Centre Verification:

As per the Guidelines issued vide Lr.No:02/Meeseva/Secy/IT&C, dt: 21.02.2012

1. Internal

- a. The wall behind the counters should be painted with Bison emulsion shade - 2D0631 of Berger paints Color (Dark Color)
- b. All the other three walls should be painted with Bison emulsion shade – 2P0609 of Berger paints Color (Light Color)
- c. The ceiling to be painted with white color

2. External (front Elevation)

- a. The entire top portion of the entrance (where sign board will be erected) to be painted with Walmasta emulsion shade – 2D0631 of Berger Paints color.
- b. The remaining walls (side walls) to be painted with Walmasta emulsion shade – 2P0609 of Berger paints color.

3. Physical Layout of the MeeSeva Centre

- a. The CSCs/MeeSeva centres should be housed in comfortable room of at least 150 sq ft. in case of one counter centres, 200 sq ft. in case of two counters centres and 300 sq ft. in case of three counter centres, with adequate working space (2-3 people), furniture and storage space.
- b. The room should have cement flooring, RCC roof and brick cement / stone cement walls without any water leakages from any side.
- c. The room should have good ventilation and light with good space outside for parking, display board etc...
- d. Internal layout of the CSCs & APOnline centres should be as per exhibit 10 or as per the guidelines to be issued by GoAP from time to time.

- e. Internal color patterns, placement of logo and mascot should be as per the design specified by Government.
- f. Detailed specification of non – IT infrastructure of CSC/MeeSeva & M/s APOne centres is as below:
 - i. Counter Table: Table should be in brown color and should be made of pre laminated particle board. Thickness of top 25 mm and rest 18 mm, duly hedge binded with 2mm PVC Tape, one draw, one shutter particle board key board tray, table dimensions are 5''L X 2'6 X 2'6''H.
 - ii. Side Table: Table should be in brown color and should be made of pre laminated particle board. Thickness of top 25mm and rest 18mm, duly hedge binded with 2mm PVC tape, two shutters, provision for lock and key, table dimensions are 2'6''LX1'6''X2'6''H.
 - iii. Operator Chair: Re-enforced pipe frame with PU molded seat & back well rounded Polyurethane arms
 - iv. Chair for the citizen: Black apoxy powder coated metal chairs
 - v. Citizen Charter Board: Board should be made of plywood and the services list along with rates and delivery time for each service should be printed on flexi and pasted on the board. Size of the board should be 5'L X 3'W.
 - vi. Notice Board: it should be in size of 5'L X 3'W.
- g. Single counter centres should have 4 visitor chairs, two counters should have 5 visitor chairs and three counter centres should have 6 visitor chairs for the citizens who are waiting to avail the services.
- h. One chair should be there at the counter for the citizen who is availing the service at the counter. At each counter, one such chair should be there as shown in the layout.

4. Branding of the MeeSeva Centre

- a. All media, signage, signboard of the MeeSeva centres will prominently show the MeeSeva as a delivery channel for G2C services of the GoAP.

- b. The MeeSeva operator/implementing agency shall comply with the branding / logo / color scheme as prescribed and all media, signage, signboard of the MeeSeva centres will prominently display the logo and name of these centres as specified by GoAP from time to time.
 - c. The MeeSeva should have a Sign Board of size 5'LX2'5"W as per the prescribed format. Sign board should be placed as per the designs prescribed by GoAP.
 - d. The MeeSeva centres should comply with the instructions /guidelines issued with reference to the external color pattern as specified by GoAP
5. Space should be earmarked only for Citizen Service Centre's activities. For any other activities in the centre, additional space is to be provided.

B. As per the provisions made in the Andhra Pradesh Information Technology (Electronic Service Delivery) Rules, 2011:

1. As per the rule no (7) - Authorized Service Providers for Electronic Service Delivery:

- a. The Director of Electronic Service Delivery may authorize body corporate suitable qualified, equipped for the purpose and selected through the specified process to undertake activities required for delivery of public service electronically.
- b. It shall be the responsibility of the Authorized Service Provider to provide the notified services electronically to the users in conformity with these rules, by establishing the required delivery infrastructure and a network of Authorised Agents.
- c. The Authorized Service Providers shall be accountable for the efficiency, quality and accuracy of the services provided. The participating departments may, for this purpose, lay down norms on the efficiency, quality and accuracy in provision of their respective services, in the form of service levels.

2. As per the rule no (8) - Suspension and Revocation by Director of Electronic Service Delivery:

- a. The Director of Electronic Service Delivery may, if he is satisfied after making such enquiry, as he may think that the Authorized Service Provider or any

authorized Agent appointed by such Authorized Service Provider has made a statement in, or relation to, the application for the issue or renewal of the authorization, which is incorrect or false in material particulars; failed to comply with the terms and conditions subject to which the authorization was granted; failed to maintain the procedures and standards under this ACT, any rules, regulation or order made there under, revoke the authorization of such Authorized Service Provider.

- b. The Director of Electronic Service Delivery may not revoke the operation of an authorization unless the Authorized Service Provider has been given a reasonable opportunity of showing cause against the proposed revocation.
- c. The Director of Electronic Service Delivery may, if he has reasonable cause to believe that there is any ground for revoking a authorization under sub-rules (a) by order suspend such authorization pending the completion of any inquiry ordered by him.

Provided that no authorization shall be suspended for a period exceeding ten days unless a notice of 15 days is given to the Authorized Service Provider by the Director of Electronic Service Delivery, explaining the circumstances necessitating the revocation of the authorization, examine the explanation, if any, submitted by the Authorized Service Provider in response to such a notice, before coming to a conclusion to revoke the authorization.

- d. As soon as may be after an authorization is revoked, Director of Electronic Service Delivery shall make alternative arrangements for delivery of services electronically, to the extent they are adversely impacted by such revocation.
- e. No Authorized Service Provider whose authorization has been suspended or any Authorized Agent appointed by such Authorized Service Provider shall provide any notified services electronically to the users in conformity with these rules, during such suspension.

Where the authorization of a Authorized Agent is suspended or revoked, the Director of Electronic Service Delivery shall publish notices of such suspension or revocation, as the case may be in the State Portal.

3. As per the Rules 11 (e) – Model Terms and Conditions for appointment of Authorized Agents.

The terms and conditions for the functioning of the Authorized Agents shall inter alia include the following:

- i. The Authorized Agent shall establish infrastructure and information technology resources as per the prescribed standards and requirement.
- ii. The Authorized Agent shall render all the notified and permitted services as per the provisions of these rules.
- iii. The Authorized Agent shall maintain an accurate audit trail of all operations.
- iv. The Authorized Agent shall print the correct information or document without any errors, omissions or misrepresentation as available in the electronic form on the prescribed stationary.
- v. The Authorized Agent shall use the Electronic Service Delivery (ESD) for purposes specified in these Rules, avoiding unauthorized, illegal or malafide uses of ESD system.
- vi. The Authorized Agent shall maintain appropriate security control to protect its information technology resources and processing facilities as prescribed by the Authorized Agency.
- vii. The Authorized Agent shall attend the training as prescribed by the Authorized Service Provider shall for efficient rendering of services to the users.
- viii. The Authorized Agent shall accept any other related obligation (s) as may be notified under the Rules and any Regulation or Order made there under.
- ix. The Authorized Agent shall acknowledge that every such appointment as an Authorized Agent under the Rules, is not transferable or heritable.

C. Powers to impose penalties by the legal authorities under Andhra Pradesh Information Technology (Electronic Service Delivery) Rules, 2011

As per the rule no (19, 20, 21) of the Andhra Pradesh Information Technology (Electronic Service Delivery) Rules, 2011 – Penalties

- a. **Contravention of Rules:** Whoever knowingly or intentionally contravenes any provision of these rules, for the contravention of which no punishment has been separately provided in the Act [information Technology Act

2000 (Act 21 of 2000)], shall be punished with imprisonment up to six months, or with fine which may extend up to fifty thousand rupees, or both.

- b. **Committing Fraud:** Whoever knowingly or intentionally commits a fraud, causing wrongful loss to any Government agency or to user, by fraudulent misuse of the Electronic Service Delivery system, shall be punished with imprisonment term that may extend up to 3 years, and shall also be liable to fine.
- c. **Misrepresentation:** Whoever makes any misrepresentation to, or suppresses any material fact from the Director of Electronic Service Delivery for obtaining any authorization, shall be punished with imprisonment for a term which may extend to two years, or with fine which may extend to one lakh rupees, or with both.

D. In view of the above guidelines issued by IT&C dept. and provisions made in Andhra Pradesh Information Technology (Electronic Service Delivery) Rules, 2011 the Advisory Committee shall monitor and escalate the issues and take action on the following -

- a. Centre readiness as per specification
- b. Training to all Stakeholder
- c. Availability of Secured Stationery
- d. Quality of service delivery
- e. Subletting centres
- f. Analysis of rejected records
- g. Periodical report to Director, ESD (MeeSeva) and Joint Collector & Addl. Director, ESD (MeeSeva).
- h. Resorting to fraudulent practices such as misuse of stationery, collecting of additional charges, and forgery modification in soft copy.
- i. Any other irregularities which are against the quality service delivery.